Columbia State Software and Hardware Support Levels of Service

These service level agreements define the support that the Information Technology (IT) Department will provide to all departments at Columbia State. Service Levels are divided into software and hardware categories. For this agreement and other IT policies please refer to the IT web site at http://www.columbiastate.edu/policies.

Software Levels Defined

Level I:

Level I applications are provided to all departments through volume license agreements and at the approval of IT. For Level I software, IT will install and provide consulting and troubleshooting support, and provide training and assistance to campus users.

Examples of Level 1 software include operating system software (currently Windows XP), Microsoft Office 2003, and Microsoft Outlook.

Level II:

Some Level II applications are available for purchase through volume or select licensing agreements. IT installs and configures Level II software and will provide consulting and troubleshooting for these products. Each department is responsible for submitting purchase requisitions for these products through IT. Level II software training is specialized and must be arranged through training providers.

Examples of Level II software products include Adobe Professional and SynchronEyes.

Level II software application requests for installation must be **30 days** prior to the date needed to allow IT the opportunity to test, configure and implement the application.

Level III:

Level III applications are specialized applications licensed individually by each department. IT will install Level III applications, but support for these applications will be provided by the supplying vendor. IT will assist each department to obtain support by communications with the provider, but support will be "best effort" only. Any Level III software applications must be the most current version of the product, or within 6 months of current, be supported by the provider through telephone or web site support, and must be supported under the current version of operating system supported by IT. A proof of valid licenses must be provided and kept on file in the IT department.

Level III software application requests for installation must be **30 days** prior to the date needed to allow IT the opportunity to test, configure and implement the application. Applications that are outdated, no longer supported by the provider, or not supported under the current version of the operating system must be replaced within two months of notification from IT. Any Level III software application not meeting these requirements will be removed from computers supported by IT.

Level III applications must be installed on the user's PC and documentation for its usage provided. IT will provide student test accounts and faculty must test the software in the general purpose labs and the Academic Success Center (ASC), prior to beginning of classes. This will insure the software will perform properly in the general purpose computer lab environment.

Hardware levels defined

Level I:

Level 1 Hardware components are purchased by Columbia State through contract agreements with providers. Hardware that fits into the Level I category will have the following:

- Comprehensive desktop support for hardware under manufacturer's warranty.
- For non-warranted equipment, support will include identifying the hardware problem and scheduling the repair with a provider.
- Repair could include software or firmware level fixes or the replacement of components.
- For Level I equipment that falls under the manufacturer's warranty, support will include identifying the hardware problem and reporting it to the warranty vendor, receiving replacement parts and installing or replacing failed components. Level I repair may also include returning to the manufacturer for replacement or repair, or on-site repair by the manufacturer.
- If an on-site warranty is not available, support will include the installation and configuration of replacement components provided by the warranty vendor.
- Level I hardware includes desktop and laptop computers, Cisco IP Phones, network printers and scanners.

Level II:

Level II hardware components may be purchased through contract, or from individual hardware providers, or through the standard purchasing bid process.

- Limited support will be provided for warranted Level II hardware.
- For non-warranted equipment, support will be "best effort" only and will include diagnostic assistance only (i.e. problem determination).
- On warranted Level II equipment, IT staff will serve as technical liaisons with the manufacturer.
- Level II hardware includes non-networked printers and other special devices.

Level II hardware requests for installation must be **30 days** prior to the date needed to allow IT the opportunity to test, configure and implement the hardware.

Level III:

Level III hardware is defined as equipment that may be leased or purchased from other providers. IT provides no support for Level III hardware. Devices that are included, but not limited to, are traditional fax machines, credit card machines, PDAs, copiers and other specialized equipment.

IT does not install or test Level III hardware.